

**Appendix 2 to  
Tenth Amendment of  
Master Services Agreement**

**Attachment 1  
MSS Deliverables**

**January 15, 2021**



**Attachment to Managed Security Services  
Service Component Provider  
Master Services Agreement  
DIR Contract No. DIR-MSS-SCP-001**

Between

**The State of Texas, acting by and through  
the Texas Department of Information Resources**

*and*

**AT&T Corp.**

**Attachment 1  
MSS Deliverables**

**January 15, 2021**

Change Log

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## Overview

Milestones reflect the key events indicated and align with other documents as appropriate, including **Attachment 3-A, Attachment 3-C, and Attachment 4-A.**

This document reflects the major events of the overall plan with verifiable criteria for acceptance.

## Definitions of Fields

<b>Deliverable Name</b>	Name of the deliverable
<b>MSI Deliverable X-Ref</b>	Cross Reference to the corresponding MSI deliverable as appropriate
<b>Description</b>	Description of the activities comprising the deliverable
<b>Acceptance Criteria</b>	Description of Acceptance Criteria (as defined in <b><u>Exhibit 1</u></b> ), which will indicate completion of the deliverable.
<b>Due Date (mm/dd/yy)</b>	Date when the deliverable will be completed.
<b>Document Section Reference</b>	Cross Reference to the corresponding MSS Contract Provision or Attachment as appropriate
<b>Critical Deliverable</b>	Indicate 'Yes' if a Critical Deliverable. If so, the same milestone must be represented in <b><u>Attachment 3-A and Attachment 3-C.</u></b>
<b>Payment Deliverable</b>	Indicate 'Yes' if a payment deliverable. If so, the same deliverable must be represented in <b><u>Attachment 4-A.</u></b>
<b>Parent or Child</b>	Indicates whether the deliverable is a Parent or Child.

Deliverable/Milestone Name	Reference ID#	Description	Acceptance Criteria	Due Date	Document Section Reference	Critical Deliverable	Payment Milestone	Parent or Child Deliverable	Parent or Child Deliverable Ref ID#
Annual Equipment & Software Refresh Plan - 2019	DEL2000-ATT-0022	Annual Equipment & Software Refresh plan as defined in Attachment 3-C	MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission. Report recommending which assets should be refreshed in the current calendar year. Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans	1/15/2019	Attachment 3-A Section B.2	Yes 3-C	No	CHILD	
Annual Equipment & Software Refresh Plan - 2020	DEL2000-ATT-0023	Annual Equipment & Software Refresh plan as defined in Attachment 3-C	MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission. Report recommending which assets should be refreshed in the current calendar year. Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans	1/15/2020	Attachment 3-A Section B.2	Yes 3-C	No	CHILD	
Annual Equipment & Software Refresh Plan - 2021	DEL2000-ATT-0024	Annual Equipment & Software Refresh plan as defined in Attachment 3-C	MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission. Report recommending which assets should be refreshed in the current calendar year. Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans	1/15/2021	Attachment 3-A Section B.2	Yes 3-C	No	CHILD	
Annual Technology Refresh Plan	DEL2000-ATT-0061	Annual Technology Refresh Plan as defined in Attachment 3-C	MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission. Report recommending which assets should be refreshed in the current calendar year. Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans	1/17/2022	Attachment 3-A Section B.2	Yes 3-C	No	CHILD	
Annual Technology Refresh Plan	DEL2000-ATT-0062	Annual Technology Refresh Plan as defined in Attachment 3-C	MS Word or Excel document identifying all assets that will reach refresh eligibility during the current calendar year based on equipment age and SW currency at the time of deliverable submission. Report recommending which assets should be refreshed in the current calendar year. Report identifying all refresh performed in the prior calendar year and comparing performance to the annual forecast and the quarterly plans	1/17/2023	Attachment 3-A Section B.2	Yes 3-C	No	CHILD	
Annual Reviews-2019	DEL2000-ATT-0052	The Parties shall conduct an annual detailed review of the Services then being performed by Service Provider.	Service Provider delivers report and schedules meeting presentation that provides: Presentation material reviewing actual service volumes and forecasted service volumes (as documented in quarterly forecasting and budgeting deliverables.) Service Provider's analysis of the performance and delivery quality and timeliness from previous 12 month period with proposed enhancements to performance and delivery for future 12 month period. Service Provider's reporting to DIR the efforts that Service Provider has undertaken in the preceding to generally improve the quality of Service Provider's performance in compliance with MSA Section 7.3a Service Provider's development and execution of a process to perform (and confirm performance of) periodic control self-assessments with respect to all Services in compliance with MSA Section 9.4 iii Service Provider's analysis of progress toward implementing the technology strategy and goals identified in previous year's technology plan.	10/15/2019	MSA Section 9.14	No	No	CHILD	
Annual Reviews-2020	DEL2000-ATT-0053	The Parties shall conduct an annual detailed review of the Services then being performed by Service Provider.	Service Provider delivers report and schedules meeting presentation that provides: Presentation material reviewing actual service volumes and forecasted service volumes (as documented in quarterly forecasting and budgeting deliverables.) Service Provider's analysis of the performance and delivery quality and timeliness from previous 12 month period with proposed enhancements to performance and delivery for future 12 month period. Service Provider's reporting to DIR the efforts that Service Provider has undertaken in the preceding to generally improve the quality of Service Provider's performance in compliance with MSA Section 7.3a Service Provider's development and execution of a process to perform (and confirm performance of) periodic control self-assessments with respect to all Services in compliance with MSA Section 9.4 iii Service Provider's analysis of progress toward implementing the technology strategy and goals identified in previous year's technology plan.	10/15/2020	MSA Section 9.14	No	No	CHILD	
DIR Shared Services Annual Review	DEL2000-ATT-0054	The Parties shall conduct an annual detailed review of the Services then being performed by Service Provider.	Service Provider delivers report and schedules meeting presentation that provides: Presentation material reviewing actual service volumes and forecasted service volumes (as documented in quarterly forecasting and budgeting deliverables.) Service Provider's analysis of the performance and delivery quality and timeliness from previous 12 month period with proposed enhancements to performance and delivery for future 12 month period. Service Provider's reporting to DIR the efforts that Service Provider has undertaken in the preceding to generally improve the quality of Service Provider's performance in compliance with MSA Section 7.3a Service Provider's development and execution of a process to perform (and confirm performance of) periodic control self-assessments with respect to all Services in compliance with MSA Section 9.4 iii. Service Provider's analysis of progress toward implementing the technology strategy and goals identified in previous year's technology plan.	10/15/2021	MSA Section 9.14	No	No	None	
DIR Shared Services Annual Review	DEL2000-ATT-0063	The Parties shall conduct an annual detailed review of the Services then being performed by Service Provider.	Service Provider delivers report and schedules meeting presentation that provides: Presentation material reviewing actual service volumes and forecasted service volumes (as documented in quarterly forecasting and budgeting deliverables.) Service Provider's analysis of the performance and delivery quality and timeliness from previous 12 month period with proposed enhancements to performance and delivery for future 12 month period. Service Provider's reporting to DIR the efforts that Service Provider has undertaken in the preceding to generally improve the quality of Service Provider's performance in compliance with MSA Section 7.3a Service Provider's development and execution of a process to perform (and confirm performance of) periodic control self-assessments with respect to all Services in compliance with MSA Section 9.4 iii Service Provider's analysis of progress toward implementing the technology strategy and goals identified in previous year's technology plan.	10/15/2022	MSA Section 9.14	No	No	CHILD	
DIR Shared Services Annual Review	DEL2000-ATT-0064	The Parties shall conduct an annual detailed review of the Services then being performed by Service Provider.	Service Provider delivers report and schedules meeting presentation that provides: Presentation material reviewing actual service volumes and forecasted service volumes (as documented in quarterly forecasting and budgeting deliverables.) Service Provider's analysis of the performance and delivery quality and timeliness from previous 12 month period with proposed enhancements to performance and delivery for future 12 month period. Service Provider's reporting to DIR the efforts that Service Provider has undertaken in the preceding to generally improve the quality of Service Provider's performance in compliance with MSA Section 7.3a Service Provider's development and execution of a process to perform (and confirm performance of) periodic control self-assessments with respect to all Services in compliance with MSA Section 9.4 iii. Service Provider's analysis of progress toward implementing the technology strategy and goals identified in previous year's technology plan.	8/17/2023	MSA Section 9.14	No	No	None	
Annual Technology Plan and Roadmap - 2018 ALL CHILD	DEL2000-ATT-0016	Annual Technology plan as defined in Attachment 3-C, Section B.1	Service Provider will provide updates to the Technology Plan and Roadmap to the MSI to include proposed updates to any reference technical architecture and/or software currency designations. Service Provider will complete its portions of the Technology Plan in alignment with the established deliverable cycle. The Technology Plan will comply with the requirements of Section 9.5(d) of the Master Services Agreement, subject to approval by DIR. The Technology Plan will identify specific, short-term steps and schedules for projects or changes with estimated timing and cost impacts for DIR and Customers.	7/15/2018	Attachment 3-A, Recurring Deliverable tab, B.1	Yes	No	Child	
Annual Technology Plan and Roadmap - 2020	DEL2000-ATT-0020	Annual Technology plan as defined in Attachment 3-C	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and Services.	7/15/2020	Attachment 3-A Section B.1	Yes 3-C	No	CHILD	
Annual Technology Plan and Roadmap -2019	DEL2000-ATT-0019	Annual Technology plan as defined in Attachment 3-C	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and Services.	7/15/2019	Attachment 3-A Section B.1	Yes 3-C	No	CHILD	

Deliverable/Milestone Name	Reference ID#	Description	Acceptance Criteria	Due Date	Document Section Reference	Critical Deliverable	Payment Milestone	Parent or Child Deliverable	Parent or Child Deliverable Ref ID#
Annual Technology Plan and Roadmap	DEL2000-ATT-0021	Annual Technology Plan and Roadmap as defined in Attachment 3-C	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and Services.	7/15/2021	Attachment 3-A Section B.1	Yes 3-C	No	CHILD	
Annual Technology Plan and Roadmap	DEL2000-ATT-0065	Annual Technology Plan and Roadmap as defined in Attachment 3-C	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and Services.	7/15/2022	Attachment 3-A Section B.1	Yes 3-C	No	CHILD	
Annual Technology Plan and Roadmap	DEL2000-ATT-0066	Annual Technology Plan and Roadmap as defined in Attachment 3-C	Publication and agreement on the Annual Technology Plan and Roadmap as captured in a .docx document and ServiceNow PPM that includes: - Output from the Annual Technology Summit - Schedules, dependencies, and requirements for introduction of new technology changes and any associated security best practices into the DIR Shared Services environment including the acquisition, support, and retirement of software and hardware. These plans include views at the enterprise and DIR Customer levels. - Specification of the solutions, plans, cost estimates and schedules for achieving Technology Evolution goals for DIR Shared Services and Services.	7/15/2023	Attachment 3-A Section B.1	Yes 3-C	No	CHILD	
Customer Satisfaction Improvement Plan-2019	DEL2000-ATT-0037	The MSI is responsible for providing a third party Customer Satisfaction survey annually. Three (3) months after the results of the Customer Satisfaction Surveys are available, the Service Provider shall provide an improvement plan in accordance with Section 7.5(c), Survey Follow-up, of the Master Services Agreement to address and improve the level of satisfaction. The customer satisfaction improvement plan shall be approved by DIR and reported against by the Service Providers on a monthly basis. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions	6/3/2019	Attachment 3-A Section B.4	Yes 3-C	No	CHILD	
Customer Satisfaction Improvement Plan-2020	DEL2000-ATT-0038	The MSI is responsible for providing a third party Customer Satisfaction survey annually. Three (3) months after the results of the Customer Satisfaction Surveys are available, the Service Provider shall provide an improvement plan in accordance with Section 7.5(c), Survey Follow-up, of the Master Services Agreement to address and improve the level of satisfaction. The customer satisfaction improvement plan shall be approved by DIR and reported against by the Service Providers on a monthly basis. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions	7/1/2020	Attachment 3-A Section B.4	Yes 3-C	No	CHILD	
Customer Satisfaction Improvement Plan	DEL2000-ATT-0039	The MSI is responsible for providing a third party Customer Satisfaction survey annually. Three (3) months after the results of the Customer Satisfaction Surveys are available, the Service Provider shall provide an improvement plan in accordance with Section 7.5(c), Survey Follow-up, of the Master Services Agreement to address and improve the level of satisfaction. The customer satisfaction improvement plan shall be approved by DIR and reported against by the Service Providers on a monthly basis. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions	6/1/2021	Attachment 3-A Section B.4	Yes 3-C	No	CHILD	
Customer Satisfaction Improvement Plan	DEL2000-ATT-0067	The MSI is responsible for providing a third party Customer Satisfaction survey annually. Three (3) months after the results of the Customer Satisfaction Surveys are available, the Service Provider shall provide an improvement plan in accordance with Section 7.5(c), Survey Follow-up, of the Master Services Agreement to address and improve the level of satisfaction. The customer satisfaction improvement plan shall be approved by DIR and reported against by the Service Providers on a monthly basis. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions	6/1/2022	Attachment 3-A Section B.4	Yes 3-C	No	CHILD	
Customer Satisfaction Improvement Plan	DEL2000-ATT-0068	The MSI is responsible for providing a third party Customer Satisfaction survey annually. Three (3) months after the results of the Customer Satisfaction Surveys are available, the Service Provider shall provide an improvement plan in accordance with Section 7.5(c), Survey Follow-up, of the Master Services Agreement to address and improve the level of satisfaction. The customer satisfaction improvement plan shall be approved by DIR and reported against by the Service Providers on a monthly basis. The progress of implementation and improvement shall be reported by the MSI on a monthly basis.	Deliver to DIR: - MS Word and/or Excel and/or Powerpoint report(s) created by the MSI with inputs from Service Provider showing plan of action to address results of the Customer Satisfaction Survey that will improve the level of satisfaction to the agreed upon goals during the next survey cycle. - Monthly report showing progress against actions	6/1/2023	Attachment 3-A Section B.4	Yes 3-C	No	CHILD	
Day 1 Readiness Plan	DEL2000-ATT-0009	The Day 1 Readiness Plan will outline the plans and milestones for ensuring Service Providers: 1) preparedness for management and operations of Services and 2) organization, process and procedures are established to begin seeking Customer proposals for services. Items to be addressed include development of initial catalog of services and Customer marketing plans for services. For each MSS Service Component, Service Provider will identify a catalog of services and/or products it intends to implement and by when.	The Day 1 Readiness Plan will be accepted by DIR in accordance with the following criteria. 1. Day 1 Readiness Plan A. Outline of plans and milestones as identified in Section 2.1 of the related Deliverable Expectation Deocument (DED). B. Process to provide initial catalog of services including service description and service specifications C. Approach to market services to customers D. Detailed outline of plans/tasks/activities to transition DIR SOC services into the MSS program 2. Additional Components A. Service Component Implementation Plan For each of the three (3) Service Components, Service Provider shall provide a Service Component Implementation Plan as described above in Section 2.1. Each plan must: i. Describe the activities necessary for the Service Provider to prepare to provide services in each of the service areas required under the Service Component. ii. For each activities to be undertaken, must include a step-by-step timetable and the names or titles of the Service Provider's staff involved in each step. iii. Include all resource requirements necessary to successfully initiate the Service Component including any required input from DIR staff and an estimate of the amount of DIR staff time required. B. Service Area Implementation Plan For each of the three (3) Service Components, Service Provider shall provide a Service Area Implementation Plan as described above in Section 2.1. Each plan must: i. Describe the activities necessary for the Service Provider to begin to provide services in each of the required services for a new Customer. ii. Include all resource requirements, including any required input from Customer's staff and an estimate of the amount of Customer staff time required, necessary to successfully begin to provide these services for a new Customer.	1/25/2018	Attachment 3-C Section A.1	Yes	No	None	



Deliverable/Milestone Name	Reference ID#	Description	Acceptance Criteria	Due Date	Document Section Reference	Critical Deliverable	Payment Milestone	Parent or Child Deliverable	Parent or Child Deliverable Ref ID#
Delivery II- SMDM	DEL2000-ATT-0002	Service Management Manual Delivery II requirements from Attachment 6-B	Delivery II shall include a review of current MSI cross functional procedures as documented in existing SMMs in collaboration with the MSI to identify any critical updates or process additions for all areas listed in section A below. The SMM sections must be addressed within each of the applicable deliveries. At a minimum, a reference to the SMM sections that were updated or will be followed if no revisions were needed, a summary of any changes to SMM documents, the status of any changes, and any new SMM documents that were created must be included. A. A review of existing SMMS for cross-functional services procedures in collaboration with the MSI as listed below, with corresponding document numbers: 1. Service Desk - 401; 2. Incident Management - 402; 3. Problem Management - 403; 4. Change Management - 404; 5. Configuration and Asset Management - 405; 6. Release Management - 406; 7. Request Management and Fulfillment - 407; 8. Availability Management - 408; 9. Capacity Management - 409; 10. Service Level Management (SLM) - 411; 11. ITSCM - 412; 12. Information Security Management - 414; 13. Project Management and Support - 415; 14. Service Catalog - 416; 15. Software License Renewals - 419; 16. Software License Compliance - 420; 17. Invoicing and Chargeback - 501 B. Delivery II shall also include a high level description of operational procedures by Service Component to include: 1. Description of functions, policies, and procedures for standard supervision, monitoring, staffing, reporting, planning and oversight activities. The Service Provider shall describe the activities that the Service Provider proposes to undertake to provide the Services, including those directions, supervision, monitoring, staffing, reporting, planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services similar to the Services. 2. Service Responsibilities Matrices (SRMs) which map functional service areas that potentially overlap Service Provider responsibility and State responsibility required to deliver business solutions to the Customers (e.g. a RACI). CCR 249	1/31/2018	Attachment 3-C Section A.2	Yes	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0046	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	10/1/2018	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0047	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	4/1/2019	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0048	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	10/1/2019	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0049	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	4/1/2020	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0050	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	10/1/2020	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0051	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	4/1/2021	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0069	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	10/1/2021	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0070	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	4/1/2022	MSA Section 9.12e (pg52)	No	No	None	
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0071	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	10/1/2022	MSA Section 9.12e (pg52)	No	No	None	

Deliverable/Milestone Name	Reference ID#	Description	Acceptance Criteria	Due Date	Document Section Reference	Critical Deliverable	Payment Milestone	Parent or Child Deliverable	Parent or Child Deliverable Ref ID#
New Advances Briefing (Service Provider Developed Advances in current SCPs)	DEL2000-ATT-0072	Service Provider shall, on a semi-annually basis, present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or Customer and where available and subject to Section 11.5, (i) offer DIR the opportunity to serve as a pilot customer in connection with the implementation of such New Advances, and (ii) if DIR declines such opportunity, offer DIR preferred access to such New Advances and the opportunity to be among the first of Service Provider's customer base to implement and receive the benefits of any New Advances.	Service Provider shall present DIR with a description of New Advances applicable to the DIR environment or the Services specifying any technical benefits and cost savings that may be achieved by DIR or DIR Customer.	4/1/2023	MSA Section 9.12e (pg52)	No	No	None	
New Customer Integration Plan	DEL2000-ATT-0010	For each Service Component, Service Provider shall provide a detailed plan that documents how new Customers will be integrated into the existing Services.	For each Service Component, Service Provider shall provide a New Customer Integration Plan as described above in Section 2.1 of the related DED. The plan shall include: A. Strategy to integrate new MSS Customers into existing Services including: i. Management of Service implementation (status tracking and communications) B. How new Customers are trained including: i. Strategy to develop training plans as needed during deployment and ongoing ii. Method to conduct training for Service Provider and Customer personnel C. How Service Provider will perform knowledge transfer D. How transition of services from Customer to Service Provider will be managed E. Service Providers capacity to onboard new customers F. Service Provider's ongoing approach to market services to potential new customers throughout the life of the contract.	1/31/2018	Attachment 3-C Section A.3	Yes	No	None	
NPM Monitored Device Report and Device Access Logs	DEL2000-ATT-0005	AT&T shall provide a report identifying all NPM devices/systems that are actively monitored and for which AT&T personnel have the necessary access to manage the devices/systems. This shall include: A. A list of each DIR device or system being monitored and managed by AT&T. B. Reports shall document the Traffic Volume by Device as evidence of both the number of devices reporting and that the devices are actively being monitored. Additionally, AT&T will provide a summary of the status events/thresholds in place that would generate alarms or notifications to be issued. C. Access logs from each device documenting AT&T Personnel have access to the devices and systems for management.	AT&T to provide the information and reports as required above. DIR will review to ensure all required devices and systems are documented as being monitored and managed by AT&T. This includes the following: A. DIR will confirm that AT&T has demonstrated events received from or polling to each listed device or system. B. Access logs from each device or system confirm that AT&T Personnel have access to the devices and systems for management.	1/31/2018	Attachment 4-A, tab 7 DIR SOC Transition Charges Milestones, and Exhibit 8, Technical Solution	Yes	Yes	None	
Operational Procedures Gap Analysis Report	DEL2000-ATT-0006	Based on the required procedures contained in the SMMs that have been reviewed by AT&T to date, including those sections of the SMM defined in Attachment 6-B, as well as the information presented in the integration sessions with DIR and the MSI, the Service Provider shall provide a gap analysis identifying any differences between those requirements and the current library of procedures in the NSOC Wiki (Sharepoint-based knowledge management system). The analysis shall be a narrative description of the differences between current process documentation and the requirements of the SMM.	DIR will review the narrative Gap Analysis for accuracy and to ensure that all significant areas of the SMMs and integration sessions have been addressed.	1/31/2018	Attachment 4-A, tab 7 DIR SOC Transition Charges Milestones, and Exhibit 8, Technical Solution	Yes	Yes	None	
Outreach and Growth Plan	DEL2000-ATT-0011	For each Service Component, Service Provider shall provide a plan for promoting communications and outreach to Customer and growth of the services over time. The plan shall indicate: A. Description of communications and outreach to Customer B. How the Services are branded and communicated C. How stakeholder needs will be assessed and what outreach efforts will be deployed to help meet those needs D. What efforts will be employed to ensure growth of services over time.	For each Service Component, Service Provider shall provide an Outreach and Growth Plan as described above in Section 2.1, of the related DED. Each plan must address: A. Description of communications and outreach to Customer B. How the Services are branded and communicated C. How stakeholder needs will be assessed and what outreach efforts will be deployed to help meet those needs D. What efforts will be employed to ensure growth of services over time. E. Strategy to promote sales	1/31/2018	Attachment 3-C Section A.5	Yes	No	None	
Outreach and Growth Plan - 2019	DEL2000-ATT-0040	For each Service Component, Service Provider shall provide updates to its plan to DIR, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate how the Services are branded and communicated, how stakeholder needs will be assessed, what outreach efforts will be deployed to help meet those needs, what efforts will be employed to ensure growth of the services over time, and how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	For each Service Component, Service Provider shall provide updates to its plan to DIR, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate: - how the Services are branded and communicated; -how stakeholder needs will be assessed; - what outreach efforts will be deployed to help meet those needs; - what efforts will be employed to ensure growth of the services over time; and, - how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	1/31/2019	Attachment 3-A Section B.5	Yes 3-C	No	None	
Outreach and Growth Plan - 2021	DEL2000-ATT-0042	For each Service Component, Service Provider shall provide updates to its plan to DIR, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate how the Services are branded and communicated, how stakeholder needs will be assessed, what outreach efforts will be deployed to help meet those needs, what efforts will be employed to ensure growth of the services over time, and how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	For each Service Component, Service Provider shall provide updates to its plan to DIR, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate: - how the Services are branded and communicated; -how stakeholder needs will be assessed; - what outreach efforts will be deployed to help meet those needs; - what efforts will be employed to ensure growth of the services over time; and, - how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	1/15/2021	Attachment 3-A Section B.5	Yes 3-C	No	None	
Outreach and Growth Plan - 2020	DEL2000-ATT-0041	For each Service Component, Service Provider shall provide updates to its plan to DIR, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate how the Services are branded and communicated, how stakeholder needs will be assessed, what outreach efforts will be deployed to help meet those needs, what efforts will be employed to ensure growth of the services over time, and how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	For each Service Component, Service Provider shall provide updates to its plan to DIR, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate: - how the Services are branded and communicated; -how stakeholder needs will be assessed; - what outreach efforts will be deployed to help meet those needs; - what efforts will be employed to ensure growth of the services over time; and, - how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	1/15/2020	Attachment 3-A Section B.5	Yes 3-C	No	None	
Customer Outreach Plan	DEL2000-ATT-0073	For each Service Component, Service Provider shall provide updates to its plan to the MSI, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate how the Services are branded and communicated, how stakeholder needs will be assessed, what outreach efforts will be deployed to help meet those needs, what efforts will be employed to ensure growth of the services over time, and how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	For each Service Component, Service Provider shall provide updates to its plan to the MSI, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate: - how the Services are branded and communicated; -how stakeholder needs will be assessed; - what outreach efforts will be deployed to help meet those needs; - what efforts will be employed to ensure growth of the services over time; and, - how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	1/15/2022	Attachment 3-A Section B.5	Yes 3-C	No	None	
Customer Outreach Plan	DEL2000-ATT-0074	For each Service Component, Service Provider shall provide updates to its plan to the MSI, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate how the Services are branded and communicated, how stakeholder needs will be assessed, what outreach efforts will be deployed to help meet those needs, what efforts will be employed to ensure growth of the services over time, and how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	For each Service Component, Service Provider shall provide updates to its plan to the MSI, for DIR's review and approval annually for promoting communications and outreach to Customers and growth of services over time. The plan shall indicate: - how the Services are branded and communicated; -how stakeholder needs will be assessed; - what outreach efforts will be deployed to help meet those needs; - what efforts will be employed to ensure growth of the services over time; and, - how satisfaction with Managed Security Services will be measured and improved. This annual plan should also include growth for the past 12 months, projected growth for the upcoming 12 months, and a trend analysis of growth over time. The plan should evaluate the success of the prior year's outreach plan and proposed improvements to affect incremental growth for future year(s).	1/15/2023	Attachment 3-A Section B.5	Yes 3-C	No	None	





Deliverable/Milestone Name	Reference ID#	Description	Acceptance Criteria	Due Date	Document Section Reference	Critical Deliverable	Payment Milestone	Parent or Child Deliverable	Parent or Child Deliverable Ref ID#
Financial Forecast	DEL2000-ATT-0077	Service Component Provider shall provide the MSI with a semi-annual forecast of Charges and usage trends by Service (aligned with the State's fiscal year). The Charges forecast must be inclusive of Rate Card Resources, Pass-Through Expenses and New Services. The forecast must also include known and expected changes captured as part of the Technology Plan and Capacity Management processes. Service Component Provider shall provide DIR with a historical view of actual billed Services per month as set forth in a standard report delivered through the Portal - the form and substance of which shall be approved by DIR within sixty (60) days after the Effective Date. This report shall provide an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month. including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	12/1/2022	Exhibit 4 Section 9	No	No	CHILD	
Financial Forecast	DEL2000-ATT-0078	Service Component Provider shall provide the MSI with a semi-annual forecast of Charges and usage trends by Service (aligned with the State's fiscal year). The Charges forecast must be inclusive of Rate Card Resources, Pass-Through Expenses and New Services. The forecast must also include known and expected changes captured as part of the Technology Plan and Capacity Management processes. Service Component Provider shall provide DIR with a historical view of actual billed Services per month as set forth in a standard report delivered through the Portal - the form and substance of which shall be approved by DIR within sixty (60) days after the Effective Date. This report shall provide an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	Submit .xlsx document with: data, methodology, charges and volume views, rate data and calculations. The forecast must include all known and expected changes captured as part of the Equipment and Software Refresh Plan, Technology Plan, Capacity Planning, Projects, Transition Charges, HSC, SSC, New Services, and Co-Location Services, as applicable. The forecast should include a historical view of actual billed Services per month. including an eighteen (18) month rolling view of billed Services for the eighteen (18) months immediately prior to the month in which such report is provided.	4/1/2023	Exhibit 4 Section 9	No	No	CHILD	
Service Management Manual - Delivery III-IR	DEL2000-ATT-0017	Service Management Manual Delivery III requirements from Attachment 6-B	Delivery III shall include detailed work instructions for the processes and procedures identified in Delivery II and shall include the followings: A. Service Provider Operational Procedures as described in Attachment 6-B, Section 2.7. To include Detailed Work Instructions for Managed Security Services Operational Procedures (by Service Component, and Service Area as applicable) For each of the three Service Components, the Service Provider shall document the applicable Work Instructions by Service Area. The Service Provider shall provide detailed Work Instructions for each of the activities that the Service Provider proposes to undertake to provide the Services, including those directions, supervision, monitoring, staffing, reporting, planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services. In addition, each work instruction should include as applicable: 1. Data safeguarding, use and release instructions 2. Disaster Recovery Requirements 3. Notification levels and procedures (e.g. problems and initial severity level procedures) B. Customer Operations Manuals as described in Attachment 6-B, Section 2.8, which includes a sample template of detailed Work Instructions for each individual Customer. Service Provider shall provide a sample template of required Work Instructions by Service Area as applicable. Each Customer Operations Manual shall address unique operational requirements of the respective Customer as applicable and should capture information about the environment when a Customer receives new services, including but not limited to connectivity to the Customer facility, any specific forms, procedures, or requirements for that Customer related to ATT Managed Security Services. CCR 249	6/29/2018	Attachment 3-C Section A.2	Yes	No	None	
Service Management Manual - Delivery III-R&C	DEL2000-ATT-0018	Service Management Manual Delivery III requirements from Attachment 6-B	Delivery III shall include detailed work instructions for the processes and procedures identified in Delivery II and shall include the followings: A. Service Provider Operational Procedures as described in Attachment 6-B, Section 2.7. To include Detailed Work Instructions for Managed Security Services Operational Procedures (by Service Component, and Service Area as applicable) For each of the three Service Components, the Service Provider shall document the applicable Work Instructions by Service Area. The Service Provider shall provide detailed Work Instructions for each of the activities that the Service Provider proposes to undertake to provide the Services, including those directions, supervision, monitoring, staffing, reporting, planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services. In addition, each work instruction should include as applicable: 1. Data safeguarding, use and release instructions 2. Disaster Recovery Requirements 3. Notification levels and procedures (e.g. problems and initial severity level procedures) B. Customer Operations Manuals as described in Attachment 6-B, Section 2.8, which includes a sample template of detailed Work Instructions for each individual Customer. Service Provider shall provide a sample template of required Work Instructions by Service Area as applicable. Each Customer Operations Manual shall address unique operational requirements of the respective Customer as applicable and should capture information about the environment when a Customer receives new services, including but not limited to connectivity to the Customer facility, any specific forms, procedures, or requirements for that Customer related to ATT Managed Security Services. CCR 249	6/29/2018	Attachment 3-C Section A.2	Yes	No	None	
Service Management Manual - Delivery III-SMDM	DEL2000-ATT-0003	Service Management Manual Delivery III requirements from Attachment 6-B	Delivery III shall include detailed work instructions for the processes and procedures identified in Delivery II and shall include the followings: A. Service Provider Operational Procedures as described in Attachment 6-B, Section 2.7. To include Detailed Work Instructions for Managed Security Services Operational Procedures (by Service Component, and Service Area as applicable) For each of the three Service Components, the Service Provider shall document the applicable Work Instructions by Service Area. The Service Provider shall provide detailed Work Instructions for each of the activities that the Service Provider proposes to undertake to provide the Services, including those directions, supervision, monitoring, staffing, reporting, planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services. In addition, each work instruction should include as applicable: 1. Data safeguarding, use and release instructions 2. Disaster Recovery Requirements 3. Notification levels and procedures (e.g. problems and initial severity level procedures) B. Customer Operations Manuals as described in Attachment 6-B, Section 2.8, which includes a sample template of detailed Work Instructions for each individual Customer. Service Provider shall provide a sample template of required Work Instructions by Service Area as applicable. Each Customer Operations Manual shall address unique operational requirements of the respective Customer as applicable and should capture information about the environment when a Customer receives new services, including but not limited to connectivity to the Customer facility, any specific forms, procedures, or requirements for that Customer related to ATT Managed Security Services. CCR 249	6/29/2018	Attachment 3-C Section A.2	Yes	No	None	
Service Management Manual - Delivery I-IR	DEL2000-ATT-0012	Service Management Manual Delivery I requirements from Attachment 6-B	Delivery I will contain the following as described in Attachment 6-B, Section 2.2, Organizational Overview, and Section 2.7, Service Provider Operational Procedures: Supporting documentation on the Service Provider Management and Delivery Organization including: A. Organizational charts including description of functions performed B. Contact Information for Service Provider executive, management, and customer interface staff C. List of Key Contacts for Subcontractors and Third Parties (maintenance, software, telecom, etc.) D. Procedures for DIR approval regarding replacement or removal of SCP Key Personnel and Major Subcontractors to SCP.	1/12/2018	Attachment 3-C Section A.2	Yes	No	None	
Service Management Manual - Delivery I-R&C	DEL2000-ATT-0013	Service Management Manual Delivery I requirements from Attachment 6-B	Delivery I will contain the following as described in Attachment 6-B, Section 2.2, Organizational Overview, and Section 2.7, Service Provider Operational Procedures: Supporting documentation on the Service Provider Management and Delivery Organization including: A. Organizational charts including description of functions performed B. Contact Information for Service Provider executive, management, and customer interface staff C. List of Key Contacts for Subcontractors and Third Parties (maintenance, software, telecom, etc.) D. Procedures for DIR approval regarding replacement or removal of SCP Key Personnel and Major Subcontractors to SCP.	1/12/2018	Attachment 3-C Section A.2	Yes	No	None	
Service Management Manual - Delivery I-SMDM	DEL2000-ATT-0001	Service Management Manual Delivery I requirements from Attachment 6-B	Delivery I will contain the following as described in Attachment 6-B, Section 2.2, Organizational Overview, and Section 2.7, Service Provider Operational Procedures: Supporting documentation on the Service Provider Management and Delivery Organization including: A. Organizational charts including description of functions performed B. Contact Information for Service Provider executive, management, and customer interface staff C. List of Key Contacts for Subcontractors and Third Parties (maintenance, software, telecom, etc.) D. Procedures for DIR approval regarding replacement or removal of SCP Key Personnel and Major Subcontractors to SCP.	1/12/2018	Attachment 3-C Section A.2	Yes	No	None	



Deliverable/Milestone Name	Reference ID#	Description	Acceptance Criteria	Due Date	Document Section Reference	Critical Deliverable	Payment Milestone	Parent or Child Deliverable	Parent or Child Deliverable Ref ID#
Service Management Manual Delivery II- IR	DEL2000-ATT-0014	Service Management Manual Delivery II requirements from Attachment 6-B	Delivery II shall include a review of current MSI cross functional procedures as documented in existing SMMs in collaboration with the MSI to identify any critical updates or process additions for all areas listed in section A below. The SMM sections must be addressed within each of the applicable deliveries. At a minimum, a reference to the SMM sections that were updated or will be followed if no revisions were needed, a summary of any changes to SMM documents, the status of any changes, and any new SMM documents that were created must be included. A. A review of existing SMMS for cross-functional services procedures in collaboration with the MSI as listed below, with corresponding document numbers: 1. Service Desk - 401; 2. Incident Management - 402; 3. Problem Management - 403; 4. Change Management - 404; 5. Configuration and Asset Management - 405; 6. Release Management - 406; 7. Request Management and Fulfillment - 407; 8. Availability Management - 408; 9. Capacity Management - 409; 10. Service Level Management (SLM) - 411; 11. ITSCM - 412; 12. Information Security Management - 414; 13. Project Management and Support - 415; 14. Service Catalog - 416; 15. Software License Renewals - 419; 16. Software License Compliance - 420; 17. Invoicing and Chargeback - 501 B. Delivery II shall also include a high level description of operational procedures by Service Component to include: 1. Description of functions, policies, and procedures for standard supervision, monitoring, staffing, reporting, planning and oversight activities. The Service Provider shall describe the activities that the Service Provider proposes to undertake to provide the Services, including those directions, supervision, monitoring, staffing, reporting, planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services similar to the Services. 2. Service Responsibilities Matrices (SRMs) which map functional service areas that potentially overlap Service Provider responsibility and State responsibility required to deliver business solutions to the Customers (e.g. a RACI). CCR 249	1/31/2018	Attachment 3-C Section A.2	Yes	No	None	
Service Management Manual- Delivery II- R&C	DEL2000-ATT-0015	Service Management Manual Delivery II requirements from Attachment 6-B	Delivery II shall include a review of current MSI cross functional procedures as documented in existing SMMs in collaboration with the MSI to identify any critical updates or process additions for all areas listed in section A below. The SMM sections must be addressed within each of the applicable deliveries. At a minimum, a reference to the SMM sections that were updated or will be followed if no revisions were needed, a summary of any changes to SMM documents, the status of any changes, and any new SMM documents that were created must be included. A. A review of existing SMMS for cross-functional services procedures in collaboration with the MSI as listed below, with corresponding document numbers: 1. Service Desk - 401; 2. Incident Management - 402; 3. Problem Management - 403; 4. Change Management - 404; 5. Configuration and Asset Management - 405; 6. Release Management - 406; 7. Request Management and Fulfillment - 407; 8. Availability Management - 408; 9. Capacity Management - 409; 10. Service Level Management (SLM) - 411; 11. ITSCM - 412; 12. Information Security Management - 414; 13. Project Management and Support - 415; 14. Service Catalog - 416; 15. Software License Renewals - 419; 16. Software License Compliance - 420; 17. Invoicing and Chargeback - 501 B. Delivery II shall also include a high level description of operational procedures by Service Component to include: 1. Description of functions, policies, and procedures for standard supervision, monitoring, staffing, reporting, planning and oversight activities. The Service Provider shall describe the activities that the Service Provider proposes to undertake to provide the Services, including those directions, supervision, monitoring, staffing, reporting, planning and oversight activities normally undertaken by the Service Provider which shall be consistent with those Service Provider activities used to provide services similar to the Services. 2. Service Responsibilities Matrices (SRMs) which map functional service areas that potentially overlap Service Provider responsibility and State responsibility required to deliver business solutions to the Customers (e.g. a RACI). CCR 249	1/31/2018	Attachment 3-C Section A.2	Yes	No	None	
SIEM Monitored Device Report	DEL2000-ATT-0004	AT&T shall provide a report identifying all devices and systems that are sending log or event data to the SIEM and document that log and event data is received by the SIEM. Covered equipment shall include DIR owned security devices located at the NSOC - the IPS and MDS systems. This will exclude the collection of 22 Edge devices that are currently sending logs to the AT&T SIEM. AT&T is currently monitoring these devices for eight (8) different agencies under the expiring security agreement with the NSOC. These agencies will need to separately contract for these SIEM services in the future. The report shall show the Log Volume by Device as evidence of both the number of devices reporting and that the devices are actively being monitored.	AT&T to provide the report as required above. DIR will review to ensure all required devices and systems are listed and each device or system is sending log or event data to the SIEM and that log and event data is received by the SIEM.	1/31/2018	Attachment 4-A, tab 7 DIR SOC Transition Charges Milestones, and Exhibit 8, Technical Solution	Yes	Yes	None	
SMM Currency	DEL2000-ATT-0025	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	12/3/2018	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0026	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	3/1/2019	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0027	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	6/3/2019	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0028	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	9/3/2019	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0029	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	12/2/2019	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0030	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	3/2/2020	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0031	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	6/1/2020	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0032	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	9/2/2020	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SMM Currency	DEL2000-ATT-0033	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	12/1/2020	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0034	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	3/1/2021	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0035	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	6/1/2021	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	

Deliverable/Milestone Name	Reference ID#	Description	Acceptance Criteria	Due Date	Document Section Reference	Critical Deliverable	Payment Milestone	Parent or Child Deliverable	Parent or Child Deliverable Ref ID#
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0036	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	8/31/2021	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0079	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	12/1/2021	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0080	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	3/1/2022	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0081	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	6/1/2022	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0082	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	8/31/2022	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0083	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	12/1/2022	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0084	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	3/1/2023	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0085	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	6/1/2023	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
Service Management Manual Currency - Quarterly Report	DEL2000-ATT-0086	Quarterly review of sections of the SMM for accuracy. There is annual schedule that maps out which sections are reviewed in which quarter.	Updated Quarterly Schedule for Service Management Manual Currency review specifying which sections were reviewed in the current quarter as well as the schedule for future quarters. Quarterly analysis showing the specific documents within sections that were reviewed as part of their scheduled service area. Scheduled SMM sections have been revised per defined process for approvals/updates.	8/31/2023	Attachment 3-A Section B.3	Yes 3-C	No	CHILD	
SOC 2 Reports - 2019	DEL2000-ATT-0043	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	12/31/2019	MSA Section 9.9 i.	No	No	None	
SOC 2 Reports - 2020	DEL2000-ATT-0044	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	12/31/2020	MSA Section 9.9 i.	No	No	None	
SOC 2 Reports	DEL2000-ATT-0045	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	12/31/2021	MSA Section 9.9 i.	No	No	None	
SOC 2 Reports	DEL2000-ATT-0087	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	12/31/2022	MSA Section 9.9 i.	No	No	None	
SOC 2 Reports	DEL2000-ATT-0088	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	The Service Provider acknowledges that each such SOC 2 Report shall cover Service Provider's policies, procedures, controls and systems for twelve (12) months of Service Provider's performance of the Services, in accordance with the State fiscal year (and each successive twelve (12) month period thereafter), and in particular those policies, procedures, controls and systems applicable to an audit of Service Provider's customers.	8/31/2023	MSA Section 9.9 i.	No	No	None	
Technology Plan	DEL2000-ATT-0008	For each Service Component, Service Provider shall provide a Technology Plan which shall comply with the requirements of Section 9.5(d) of the Master Services Agreement (MSA). The Technology Plan may include unique Customer plans as appendices. The Technology Plan shall be the basis for generation of technology roadmaps which will include schedules, dependencies and requirements for introduction of new technology changes as well as acquisition, support, and retirement of N/N-1 software/hardware. Technology Plan shall also include the Service Provider's approach to maintaining all Hardware, Software, Equipment, and Systems at manufacturer's N/N-1 levels.	For each Service Component, Service Provider shall provide a Technology Plan as described above in Section 2.1. The Technology Plan shall at a minimum and in accordance with the MSA, include plans for: A. Refreshing Equipment and maintaining the currency of Software B. Adopting new technologies and processes as part of the Technology Evolution of the Services C. Maintaining flexibility as described in the MSA, Section 9.12, Technology Evolution, including addressing: i. Obligation to evolve to remain consistent with the best practices of first tier providers of services that are the same as or substantially similar to the MSS Services, with such evolutionary changes to be implemented in a manner consistent with the objectives and needs of DIR and Customers. ii. Obligation to propose technology evolutions including identifying and proposing the implementation of Technology Evolutions that are likely to: 1. Improve the efficiency and effectiveness of the Services (including cost savings); 2. Improve the efficiency and effectiveness of the processes, services, and related functions performed by or for DIR and Customers; 3. Result in cost savings or revenue increases to DIR and Customers in areas of their operations outside the Services; 4. Enhance the ability of DIR and Customers to conduct their operations and serve their constituencies and customers faster and/or more efficiently than the then-current strategies.	1/31/2018	Attachment 3-C Section A.4	Yes	No	None	
Ticketing System Integration Test Report	DEL2000-ATT-0007	AT&T shall ensure that the MSI ticketing system is receiving, via automated or manual processes, all AT&T data necessary for the operation of the system. Ticketing in regard to the NSOC Transition is limited to the Device Management Service activities. Security Alerts and Tickets will continue to use the CISO Spectrim as system of record. At a minimum, AT&T shall perform the following: A. Review MSI documentation regarding the ticketing system and processes B. Conduct interviews with the MSI as required C. Obtain from the MSI a list of all MSI Systems and Tools that will be involved in integration. D. Obtain training from the MSI, for all necessary AT&T personnel, on the MSI Systems and Tools that will be involved in integration. E. Identify and integrate AT&T processes, systems and tools that will require integration with those of the MSI. F. Develop an Implementation Test Plan for approval by DIR that will demonstrate successful AT&T integration with the MSI Systems and Tools. G. Conduct Implementation Test Plan and provide integration test results to DIR and the MSI for review and acceptance.	DIR will review to ensure report has been provided inclusive of the following information: A. Report detailing that for all identified integration points related to the Device Management Service activities, the MSI ticketing system is receiving, via automated or manual processes, all AT&T data necessary for the operation of the Ticketing System. B. Results of the successful Implementation Test Plan for all areas tested under the plan.	1/31/2018	Attachment 4-A, tab 7 DIR SOC Transition Charges Milestones, and Exhibit 8, Technical Solution	Yes	Yes	None	